

Job Description and Person Specification



Job Description

Job Title	Outcome Broker
Grade	5
Service	Commissioning, Carer and Brokerage
Reports to	Brokerage Lead Officer
Location	UHCW/LITS
Job Evaluation Code	Y 5667D



About Coventry City Council

Who we are: At Coventry City Council we are dedicated to making a positive difference to the services we deliver to the diverse citizens of Coventry. The work we do improves people's lives – from helping them into work to providing clean and green places to live, to keeping people safe and protected.

As a Coventry City Council employee, you have our ongoing commitment to your growth and development with opportunities to work across multiple service areas including customer contact, public health prevention and education and skills, adults and children's services and provide support for the most vulnerable.

Our aim is simple – to be globally connected, locally committed, deliver our priorities with fewer resources whilst effectively managing our performance and measuring our progress.

Our Values: We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:



About the Service your team will provide

Purpose of the role / Output

To work closely with users and providers of social care services in arranging cost effective care services to meet identified outcomes

Main Duties & Key Accountabilities

Core Knowledge

1. To support service users in developing personalised care services through use of both traditional and non-traditional services.
2. Ensure maximum usage from block / cost and volume providers and minimise any void payments incurred by the directorate.
3. To support safe and timely discharges from the Hospital for people requiring a supported discharge (by identifying the most appropriate service).
4. To liaise directly with service users and carers/relatives regarding care support options.
5. To provide a close link with Commissioning and Development in order to contribute to Quality Assurance processes and ensure Value for Money is delivered from services delivered.
6. To provide appropriate support to self-funders to enable sound decision-making regarding case options.
7. Receive referrals made to the Broker team and gather information in order to determine a recommended future course of action, in accordance with eligible social care needs.
8. Liaise and work jointly with colleagues and staff from other agencies, as appropriate, on behalf of service users.
9. Develop good working relationships with all parties including providers, service users, Management Health colleagues and other agencies.
10. Maintain an awareness of current legislation relevant to Social Care with Older People and the appropriate benefits and range of services available to service users.
11. To develop and manage information systems that identifies available capacity for relevant services within the City.

12. To contribute to contract management processes through working with the quality assurance function, regarding service delivered.
13. To develop and maintain an information base on non-contracted services and how these are being used by service users via either direct payments or individualised budgets.
14. To provide regular capacity information as part of the management of the health and social care system to agencies including NHS Coventry and University Hospital Coventry & Warwick to help ensure the most effective user of capacity across the health and social care system.
15. Develop robust capacity monitoring systems, which reflect best practice through research and liaison with other local authorities, ensuring best value through strong links across the Directorate. To provide feedback that informs the way in which the Directorate delivers its services including shaping Directorate strategies and strengthening contractual arrangements thus ensuring quality outcomes for service users.
16. Provide advice and support across the Community Services Directorate on making best use of available social care capacity to meet service user outcomes, including management information to enable informed decisions to be made regarding services. Compile Cabinet reports and briefing papers as necessary to support developments.
17. Assist in the development and implementation of quality outcomes for service users and added value from contractual arrangements.
18. Operate and develop audit standard recording systems in conjunction with relevant Directorate and Corporate staff, implementing recommendations from formal audits as required.
19. Assist in the development of market management strategies for social care services, including a robust, flexible and sustainable mixed economy.
20. Undertake and participate in training events relevant to the role in order to promote personal development, professional practice and implementation of statutory requirements.
21. Work flexibly to meet the needs of the service. This will include Seven Day working on a rota basis including Bank Holidays as applicable
22. Any other duties and responsibilities within the range of the salary grade.

The post holder must comply with Coventry City Council's health and safety policy and in particular is required: -

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions

- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required: -

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equal Opportunities Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

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Key relationships

External NHS Integrated Care Board, Coventry and Warwickshire Adult Social Care Providers	Internal Adult Social Care teams
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Standard information

Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Smoke Free

The City Council is Smoke - Free. Smoking is not permitted on any of our premises or the surrounding land including car parking facilities.

Training

The postholder must attend any training that is identified as mandatory to their role.

Responsible for:

Staff managed by postholder:

N/A

Person specification

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Knowledge	
Understanding of the City Council Equal Opportunities Policy and a commitment to the Departments core values.	
Knowledge of social care provision/understanding of care services provision.	
Basic understanding of the range of users' needs.	
Awareness of statutory guidelines and good practice.	
Anti-discriminatory policy and practice.	
Skills and Abilities	
A high level of organisational skills to manage conflicting priorities, working under pressure within agreed deadlines.	
Ability to design, implement, monitor and reviewing services against specified outcome plans.	
Ability to implement financial procedures.	
Ability to communicate effectively, both orally and in writing, including the preparation and presentation of reports, briefing notes and statistical information.	
Ability to negotiate and influence service providers and service users regarding the most appropriate care solutions.	
Ability to work in an anti-discriminatory way with service users, carers and colleagues.	
Ability to receive and investigate referrals and make recommendations about action.	
Ability to develop effective working relationships with service users, colleagues and other agencies via negotiation, counselling, and giving and receiving information.	
Ability to work on own initiative, both flexibly and sensitively, within a changing environment.	
Ability to use IT systems and software effectively to assist in the monitoring of service capacity and delivery and evaluate service effectiveness.	
Experience	
Experience of working with adults or older people, or in a social care environment.	

Ability to deliver services with finite resources
Qualifications
None Required
Special Requirements
This post is exempt from the provisions of the Rehabilitation of Offenders Act 1974. A Criminal Record Disclosure will be required prior to appointment.
This authority is committed to safeguarding and promoting the welfare of vulnerable adults and expects all staff and volunteers to share this commitment.

Date Created	May 2011	Date Reviewed	April 2021
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